



PATENT  
Customer No. 25,537  
Attorney Docket No. 00-5019

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: )  
)  
Douglas J. COWELL et al. ) Group Art Unit: 2614  
)  
Application No.: 09/692,926 ) Examiner: Karen L. Le  
)  
Filed: October 20, 2000 ) Confirmation No.: 8386  
)  
For: METHOD AND SYSTEM FOR ) **Mail Stop RCE**  
CALL CENTER SCREENING )

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT WITH REQUEST  
FOR CONTINUED EXAMINATION**

This Amendment accompanies a Request for Continued Examination ("RCE"), fulfills the requirements for a submission under 37 C.F.R. § 1.114, and is in response to the Final Office Action mailed December 17, 2007. Please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims in this paper, beginning on page 2.

**Remarks** follow the amendment section of this paper, beginning on page 17.